



SIGNAL online 2005

Archives

Current edition: October 31, 2005

Published by the Southern Ontario Library Service

The introductory page for the Southern Ontario Library Service is www.sols.org. From that page, you can move to any other pages created by staff at the Southern Ontario Library Service, as well as to links to resources and professional information.

=====

In this issue:

1. HOLIDAY PERIOD – DELIVERY SERVICES AND SOLS OFFICE
 2. CONSORTIA PURCHASING AGREEMENT FOR DELL COMPUTERS
 3. UPDATE ON VDX UPGRADE TO NEW VERSION
 4. FUNDING OPPORTUNITIES
 5. TRUSTEE COUNCIL MEETINGS – SCHEDULED FOR OCTOBER-NOVEMBER 2005
 6. THE ISSUE OF MANDATORY RETIREMENT
 7. NEW SOLS WORKSHOP: LEGISLATIVE UPDATE
 8. SOLS TRAINING WORKSHOPS IN FALL 2005 – REGISTER NOW
 9. LIBRARIES-HELPING-LIBRARIES PROGRAM SEEKS THREE MUNICIPAL LIBRARY PARTNERS
 10. ONTARIO READS – FIRST NATIONS: NOVEMBER BOOK BOOST FOR ONTARIO'S FIRST NATION PUBLIC LIBRARIES
 11. SOLS' FRENCH LANGUAGES SERVICES POLICY
 12. NEW SOLS BOARD MEMBER
 13. SOLS BOARD SUMMARY – SEPTEMBER 2005
 14. ADDITIONS TO THE WEBSITE
 15. SOLS CEO LISTSERV
- =====

1. HOLIDAY PERIOD – DELIVERY SERVICES AND SOLS OFFICE

The delivery routes will operate on Friday, December 23, 2005, following the regular schedule. The routes will not operate during the holiday season from Monday, December 26, 2005 until Monday, January 2, 2006. On Tuesday, January 3, 2006, the regular schedule will resume for all routes but Route E. Details for Route E will be sent directly to the libraries on this route.

The SOLS Toronto office will also be closed from Monday, December 26, 2005 until Monday, January 2, 2006, and will reopen at 8:30 am on Tuesday, January 3, 2006.

The SOLS Toronto office and teleworkers will work a regular day on Friday, November 11, 2005, and delivery service will also operate on a regular schedule on November 11th. If your library receives SOLS courier delivery on a Friday, and if your library is scheduled to be closed, please leave a note informing the SOLS drivers that your library are not open. A regular delivery will be made if the drivers have keys and/or security code access to your library. If you have any questions about delivery on that day, please contact Mary Jo Lynett, Delivery Services Supervisor at 416-961-1669, ext. 5127 or 1-800-387-5765, ext. 5127.

=====

2. CONSORTIA PURCHASING AGREEMENT FOR DELL COMPUTERS

SOLS negotiates **charitable/consortia purchasing agreements** (CPAs) on behalf of SOLS libraries. CPAs are 'economies of scale' pricing for the purchase or lease of a range of goods and services.

On October 14th, SOLS CEOs and SOLS CPA listserv participants were notified about a new DELL CPA, good to the end of January 2006. In response to requests from user libraries, SOLS has negotiated leasing options for Dell desktop and notebook packages purchased by libraries. With the discounts, the lease prices are lower than those offered to government (including municipalities). Examples of rates that will run until the end of January 2006 are as follows:

- Fair Market Lease for a desktop on a three year lease- \$2,855 (vs. \$2,909 government rate)
- Dollar Purchase Lease for a desktop on a three year lease- \$3,139 (vs. \$3,205 government rate)

A "Fair Market Lease" is one in which the equipment is returned at the end of the lease with no equity having accumulated. A "Dollar Purchase Lease" is one in which you own the equipment at the end of the lease and have essentially used that option as a form of financing.

For details, and to arrange leasing rather than up-front cash purchases, contact Ryan Lee, the Dell salesperson responsible for our account, at ryan_c_lee@dell.ca or at 1-800-387-5755 ext. 2211.

Further information on Charitable/Consortia Purchasing Agreements can be found at <http://www.sols.org/resourcesharing/coolcpa/cpa/index.htm> or contact Daryl Novak, Director of Operations at 1-800-387-5765, ext. 5135.

=====

3. UPDATE ON VDX UPGRADE TO NEW VERSION

SOLS and Fretwell Downing, the VDX vendor, have negotiated a switchover date for INFO for the 2.73 upgrade on our VDX production system. A trial installation on Friday, December 2nd will be tested by SOLS and Fretwell Downing staff for one week, followed by the production installation on Friday, December 9th. The system will be down over the December 9th weekend for the production install and available to users on Monday, December 12, 2005.

Training for INFO users will be accomplished with an orientation exercise that users can complete on a VDX 2.73 Test System. It is hoped that the orientation exercise will assure users that the new version of VDX is essentially the same as what they have been using. The screens look different and there are some added features but, for the most part, it will behave the same

way for day to day operations. Once completing the exercise, if users would like additional training, they can register online for an interactive tutorial on their computer guided by a trainer. Training will be conducted over the month of November.

4. FUNDING OPPORTUNITIES

a) **Library Strategic Development Fund** – The Ministry of Culture's 2005/06 Library Strategic Development Fund (LSDF) program helps bolster strong communities and student success by funding initiatives that will enhance public libraries across Ontario. The LSDF is a mechanism through which the public library community can achieve its goals and complement and support provincial government key priorities. These government priorities are better student achievement, healthier Ontarians in a healthier Ontario, better workers for better jobs in an innovative economy, safe and vital communities that offer Ontarians a higher quality of life, and more active citizens contributing to a stronger democracy. Applicants must address a minimum of one of these government priorities in their applications. LSDF funding assists the public library community to implement strategic planning priorities and conduct provincial level research and development, to better serve their customers. New technical support services for the public library sector, research initiatives, increased capacity to address emerging issues, innovative projects to improve access to the public library system, new standards and guidelines, partnerships for new products or services, and digital collections and services are examples of projects that can be considered for funding. More information on this grant is posted on the Ministry website at <http://www.culture.gov.on.ca/english/culdiv/library/lstdf.htm>

There is also a link from the main SOLS page at www.sols.org. **The 2005/06 LSDF deadline is November 25, 2005.**

b) **Ontario Trillium Foundation** - The Ontario Trillium Foundation delivers two granting programs, the Community program and the Province-Wide program. Both programs help build healthy and vibrant communities throughout Ontario by strengthening the capacity of the voluntary sector through investments in community-based initiatives. Priority is given to organizations that work to help Ontarians achieve their potential by enhancing success for students and learners; promoting healthier and more physically active Ontarians; enhancing employment and economic potential for workers and their families; and fostering more effective volunteers and more people engaged in their communities. As of 2004, communities serving populations under 20,000 became eligible to apply for Trillium funding. A copy of the application process is posted on the Foundation's website at <http://www.trilliumfoundation.org/OTF-English/new/index.htm>. There is also a link to the Trillium website from the main SOLS page at www.sols.org. The deadline for the next round of applications is **Tuesday, November 1, 2005.**

5. TRUSTEE COUNCIL MEETINGS – *Scheduled for October-November 2005*

Trustee Councils meet twice a year and all public library boards may send a representative. While all appointed trustee council representatives will receive a print mailing of the agenda, the dates for the remaining meetings, in chronological order, are as follows. Further information is posted under "Networking Opportunities" at <http://www.sols.org/librarydev/networking/trusteecouncils/index.htm>. Several of the meetings have already taken place and the remaining Trustee Council meetings are:

Trustee Council meeting, area 4, Saturday, November 5, 2005 from 10am to 1pm, Barrie Public Library

Trustee Council meeting, area 6, Saturday, November 5, 2005 from 10am to 1pm, County of Prince Edward Public Library - Wellington branch

Trustee Council meeting, area 7, Saturday, November 5, 2005 from 10am to 1pm, followed by an optional session on fundraising from 1:30pm to 3:30pm, Arnprior Public Library

=====

6. THE ISSUE OF MANDATORY RETIREMENT

Bill 211, which is the bill to enact the Ending Mandatory Retirement Statute Law Amendment Act, 2005, is still before the Legislature and has not yet been passed. If passed, Bill 211 would change the Ontario Human Rights Code which currently allows for discrimination in employment for those 65 and older. The amendment would prohibit employers from forcing employees to retire. A single exception will be when mandatory retirement could be justified on "bona fide occupational requirement" grounds determined under the code. SOLS staff have compiled a summary of the potential impact of this legislation. The summary is now posted in the Clearinghouse section of the SOLS website. You can find the materials in the sub-section entitled "Legislation Affecting Public Libraries in Ontario". The direct link to this summary is <http://www.sols.org/links/clearinghouse/legislation/resources/bill211mandatoryretirement.htm>

In light of these changes, on December 12, 2005, SOLS will host a legislative update workshop which will cover the end to mandatory retirement. The workshop will be given by Barbara Humphrey, a management and labour lawyer with Stringer, Brisbane, and Humphrey. More information on that workshop is provided in the next section.

=====

7. NEW SOLS WORKSHOP: LEGISLATIVE UPDATE (WORKSHOP #7)

On October 19, 2005, through the SOLSCEO listserv, we announced that SOLS was offering a new workshop on recent legislative changes in the workplace. Since that day, we have had a tremendous response to the announcement about the *Legislative Update for Library CEOs and Managers* workshop. Registration for the **afternoon session is now closed**.

If there is enough interest, we will hold a morning session on the same day, December 12th, at the same library branch in Vaughan. If you have not registered for the afternoon session, and would be interested in attending a morning session, you can place your name on a waiting list by going to the workshop page

<http://www.sols.org/librarydev/training/clinicsworkshops/workshop7.htm>. If the second workshop goes ahead, we may have to slightly adjust the times for the afternoon session, and participants would be notified of any change.

This workshop is on recent legislative changes in the workplace. Our speaker, Barbara Humphrey, is a nationally recognized human resources management expert and has been named in Lexpert's top 25 women lawyers in Canada. In this half day session, Barbara Humphrey will address both the issue of the end of mandatory retirement, and new accountabilities for employers. You will learn about the implications of Bill 211 and managing aging workers, as well as how to comply with new legal responsibilities with respect to workplace interaction. This workshop will be of interest to library CEOs and senior managers.

=====

8. SOLS TRAINING WORKSHOPS IN FALL 2005 – register now

Complete training information is available at <http://www.sols.org/training/workshops/index.html>. This will take you to electronic registration forms and maps for all training. For information on Workshop #7, please refer to the entry above.

Workshop No.1 - "Community Outreach: The library and its community"

The library's raison d'être is to provide the best service possible to its community. Yet to be a dynamic, involved service provider it is not enough to open the doors and wait for your community to find you. You must reach out, connect and facilitate a communication process that allows you to be the first place of contact for all community issues. You must be creative and proactive and be a customer-focused organization that encourages partnerships within your community that will work in unison for the greatest mutual benefit. While three workshops have already taken place, the remaining workshop location and date is:

Woodstock Public Library, Tuesday, November 15, 2005, from 1pm to 4pm

Workshop No.4 - "Service to Teens in Public Libraries"

This fall, SOLS is offering a workshop on "Service to Teens in Public Libraries". Our presenter for this workshop is Lisa Heggum. This will be an interactive workshop, covering many aspects of teen services librarianship, including adolescent development, advisory groups, collections, booktalking, intellectual freedom, programming and behaviour management. In this workshop, among other topics, our presenter will speak to teen services philosophy and staff training, provide a profile of adolescents, and discuss collection development trends and teen programming examples from Toronto and Pickering Public Libraries. This workshop will be of interest to libraries building their teen services or to library staff currently responsible for teen services. The remaining workshop locations and dates are:

FULL Barrie Public Library, Main, Monday, November 7, 2005 from 10am to 4pm;
Ottawa Public Library, Stittsville Branch, Monday, November 21, 2005 from 10am to 4pm;
Huron County Public Library, Wingham Branch, Monday, November 28, 2005 from 10am to 4pm

Workshop No.5 - "Know Where You Are: Understanding your library's current reality by means of a Situational Analysis"

It is important for public libraries to periodically undertake an analysis of their current situation with regards to the development and delivery of library service. While sometimes referred to as a needs assessment, this work of investigating in order to understand the library's current situation is also known as a Situational Analysis. A Situational Analysis results in a collective understanding of the current reality, on the part of Board and staff. This collective understanding is a crucial step in any formal planning process, and is a worthwhile activity in its own right. This workshop will present an approach to conducting a broad-based Situational Analysis that includes gathering and making sense of information on the library's current programs and services, the library's mission and values, the community served by the library, feedback from current library users, and forces from the external environment.

Ramara Township Public Library, Atherley Branch, Thursday, November 10, 2005 from 1pm to 4pm;
Cobourg Public Library, Thursday, November 17, 2005 from 1pm to 4pm;
North Grenville Public Library, South Gower Branch, Friday, November 18, 2005 from 1pm to 4pm;
St. Catharines Public Library, Tuesday, November 22, 2005 from 1pm to 4pm;
Stratford Public Library, Friday, November 25, 2005 from 1pm to 4pm

Workshop No. 6 - "'Opening Doors to Children: Reading, Media and Public Library Use by Children in Six Canadian Cities - A presentation of the research and a discussion of the implications for library services to children"

Our presenter, Ken Settrington, Children and Youth Advocate for Library Services and Opening Doors to Children: Reading, Media and Public Library Use By Children in Six Canadian Cities, will present an overview of the findings from this in-depth study of library services to children. Following the presentation, Ken will conduct a discussion of possible implications for library services. Armed with current research, how do we adapt our current services? What strategies could be developed to enhance class visits, collection development, library websites and library promotion? What can we do to enhance boy's enjoyment of the

library? If children come to the library with adults – where should we put our marketing efforts? How do we empower children on a regular basis? These are just a few of the questions that will be discussed.

London Public Library - Masonville branch - Thursday, November 10, 2005, 1pm to 4pm;
FULL Barrie Public Library - Main - Thursday, November 17, 2005, 1pm to 4pm;
 Clarington Public Library - Bowmanville branch - Thursday, December 8, 2005, 1pm to 4pm

9. LIBRARIES-HELPING-LIBRARIES PROGRAM SEEKS THREE MUNICIPAL LIBRARY PARTNERS

This award-winning program (2005 Minister of Culture's Award for Innovation) is ready to grow again. If your library and municipality would like to participate in a cultural-bridging and collections-based partnership with a First Nation public library, SOLS would like to hear from you.

The three kick-off goals of this First Nations public library development program are:

- To strengthen First Nation public library collections;
- To provide non-native public libraries with an in-our-own-backyard solution for extending the public library use of space-challenged materials;
- To contribute to relationship-building between First Nation and municipal libraries.

The steps in building a successful relationship include:

- An exchange of information about the partnering libraries;
- The provision of a community-based collection development profile by the First Nation library to its partner;
- The profile-based selection of materials by the partnering library;
- Joint, regularly scheduled feedback sessions;
- Regular review and needs-based updating of the collection development profile;
- The possibility of friendly site visits or even staff exchanges in the future.

Benefits to your library include:

- The opportunity to support a developing library in Ontario;
- A personalized, bridge-building relationship with the First Nations public library community;
- The opportunity to extend the life of materials purchased for public library use.

SOLS supports the Libraries-Helping-Libraries program by:

- Making informed partnership matches;
- Assisting First Nation public libraries with collection profile development;
- Assisting with the delivery of materials via the SOLS courier service;
- Facilitating meetings and matters, as requested;
- Assisting with program assessment.

The award-winning, pilot-project partners are Chippewas of Georgina Island and Pickering Public Libraries. Saugeen First Nation and Clearview Public Libraries embarked on the second program partnership earlier this year. The First Nation public libraries now seeking partners are Mnjikaning, Mississaugas of the New Credit, and Curve Lake First Nation. For more information, contact Patty Lawlor, First Nations consultant, at 1-800-387-5765, ext. 5107 or plawlor@sols.org.

10. ONTARIO READS – FIRST NATIONS: NOVEMBER BOOK BOOST FOR ONTARIO'S FIRST NATION PUBLIC LIBRARIES

First Nation public libraries will receive a book shipment in November, courtesy of the Organization of Book Publishers of Ontario (OBPO). The Ontario Reads – First Nations program follows in the footsteps of last year's enthusiastically received KidsRead Ontario program. Supported by grants from the Ministry of Culture (\$20,000) and the Ontario Arts Council (\$6,000), OBPO will ship a block of 26 Canadian-authored, Ontario-published books to every First Nation public library in Ontario. The books, selected by Lynda Lou Classens, Bkejwanong First Nation Public Library, and Crystal McGregor, Whitefish River First Nation Public Library, include fiction and nonfiction for children, teens and adults. SOLS was pleased to provide consultant support to the project. For more information, contact Patty Lawlor, First Nations consultant, at 1-800-387-5765, ext. 5107 or plawlor@sols.org.

11. SOLS' FRENCH LANGUAGES SERVICES POLICY

Ontario's *French Language Services Act* ensures that any service provided to the public by a ministry or agency of the government of Ontario is available in French in 24 designated areas of the province. While SOLS receives the majority of its funding from the Province of Ontario, as an independent not-for-profit organization and registered charity, it is not officially a provincial agency, and therefore not subject to the *French Language Services Act*. Note, too, that SOLS services are provided primarily to organizations (libraries) and not directly to the public.

However, SOLS is committed to providing French Language Services to the best of its ability. These services include the EXCEL program delivered in French, consulting with Francophone and Anglophone libraries that provide services to Francophone clients, and translation of written material. As one service, SOLS staff have developed a section of the web site for "French Services Resources" which is posted at <http://www.sols.org/links/clearinghouse/frenchservices/index.htm>. SOLS has developed the following policy on providing French Language Services, which we hope respects the spirit of the legislation and meets the needs of our client libraries as much as possible within the confines of our budget.

"SOLS will provide services and resources in French based on available resources, current strategic priorities and according to the following five priorities:

- 1) Where there is a direct or close relationship to serving the needs of library users. Examples of services in this category are:
 - French patron-initiated inter-library loan requests using VDX directly from their local branches
 - TD Summer Reading program
- 2) Where there is a cultural need for specialized services. Examples of services in this category are:
 - Support materials that are language-specific (e.g., EXCEL Collection Development course materials, workshop bibliographies, clearinghouse resources including *Centre global d'information* and *Cybersites for Children*);
 - Workshops or clinics specifically tailored to French clientele (e.g., Collection Development);
 - Information and advice and French resources to Francophone libraries.
- 3) Where there is a need to alert people or to gain commitment or buy-in for services SOLS

considers critical. Example of a service in this category is:

- Time-sensitive information (e.g., grant opportunities for libraries);
- Articles, manuals that SOLS considers to be of benefit

4) Where there is an actual language barrier experienced by library trustees or staff. There is an emphasis here on material to help staff and trustees do their jobs better. Examples of services in this category are:

- French VDX Helpdesk services;
- French library networking committees;
- Offering special workshops in French (e.g., Customer Service, Strategic Hiring);
- Training and Development opportunities for French library staff and trustees(e.g. EXCEL program, workshops and clinics);
- Publications or excerpts of publications (e.g. performance evaluation section of the Library Development Guide *Coaching for Service and Success*).

5) Where we want to send a message of inclusiveness to our Francophone clients. Examples of services in this category are:

- First level of service help in French to library personnel via SOLS 1-800 number, and re-direction to French-speaking staff member;
- Written communications between SOLS and client libraries to be sent in preferred language;
- Library Development Guides in French to support workshops or clinics;
- Corporate documents, especially if they are long-term, such as SOLS Strategic Plan.

For further information on the French Service policy, or about French services in general, please contact: Louise Godbout-Legault, Translator, at 1-866-345-2358; Claire-Marie Paquette-Finlay, French Services Consultant, at 1-866-862-4596; or Daryl Novak, Director of Operations, at 1-800-387-5765, ext. 5135.

12. NEW SOLS BOARD MEMBER

SOLS is governed by a board of twenty, with five individuals nominated directly by the Minister of Culture, and fifteen members elected from Trustee Councils. Paul Elgie is a new SOLS board member, representing Trustee Council 3.

Paul Elgie. Huron County, Trustee Council 3. Paul was born in Fort William, Ontario, (Thunder Bay), and raised in London, Ontario. Extensive experiences during his lifetime have included pilot in the RCAF (URTP), world traveller, high school English and Drama teacher, Adult Education Principal, lay pulpit supply for church ministry, musical composer, actor, municipal councillor, and farmer.

13. SOLS BOARD SUMMARY – September 2005

Budget Cut - SOLS and OLS-N received news of a budget cut of \$700,000 from the Ontario Ministry of Culture in June. SOLS' share of this cut is approximately \$462,000, or 14.4% of our operating budget.

At its June meeting, the Board reviewed SOLS' priorities and services and initial decisions of permanent cuts were announced in early July. The cuts included elimination of province-wide research (two positions lost), reduction in consortia/charitable purchasing (one position lost)

and reduction in translation (half a position lost). These changes resulted in annualized savings of approximately \$231,000 or 50% of the target. In order to find the remaining 50%, a series of consultation meetings were held throughout southern Ontario over five days in late July and early August. A summary of the results of these consultations are posted on SOLS' website www.sols.org.

At its September 10th meeting, the Board carefully reviewed the findings of the consultations. Weighing a number of factors, the Board discussed at length the importance of the delivery service and the value of the consulting services. In the end, the Board voted to exclude delivery from the permanent cuts and authorized the CEO to proceed with reductions in the lower priority areas in Library Development. As a result, the following changes were announced:

- The position of Director of Library Development was eliminated and Bill Mitchell's last day with SOLS was September 23, 2005. Bill's role included managing the Library Development Division and acting as a library consultant with a specialty in space planning and facilities.
- The position of Trustee Development Manager was eliminated and Randee Loucks' last day with SOLS was September 30, 2005. Randee acted as a specialist consultant on governance issues and trustee development and advised SOLS' generalist consultants on board-related matters.

These changes will result in a reorganization at SOLS, with Barbara Franchetto assuming the position of Director of Services, and Daryl Novak taking over as Director of Operations. The CEO will announce details of the reorganization, including how specialized consulting services are affected, later. The Board will also be reviewing its Ends Priorities later this year, particularly in regard to Priority 2 where most of the losses were incurred.

In addition, the Board discussed ways of further reducing its own expenses. It voted to reduce the frequency of Board meetings (now quarterly) and, effective next year, it will meet only three times per year. The Board will also review its size and composition with a goal to downsizing. This review is scheduled for later this year. As interim steps, the Board has voted to leave two existing Trustee Council positions vacant and to ask the Minister to suspend further ministerial nominations.

With these changes, we estimate that we have achieved the annualized savings of \$462,000. There remains, however, a shortfall within the current fiscal year and it is this shortfall that has been driving the need for temporary in-year cuts, such as the ten day shutdown of all operations. Following progress made in discussions with the Ministry of Culture, the Board decided to continue the Interlibrary Loan delivery service uninterrupted this fall. Also in these discussions, it was determined that a third party financial review would be undertaken. This review will determine strategies to meet SOLS' 05/06 transition costs.

Chairperson and Vice-Chairperson Acclaimed - The annual elections for the positions of Chairperson and Vice-Chairperson were scheduled for this meeting. Susannah Ketchum was returned as Chairperson for a third year. Jim Neill was acclaimed Vice-Chairperson. Jim was elected to SOLS' Board from Trustee Council 6 in 2002. He is Chair of the Kingston Frontenac Public Library board and has been an active member of the board for ten years. Jim was also a member of Kingston City Council for six years. He is a high school drama teacher and a Teacher-Librarian with Upper Canada School board.

Operations Planning Quarterly Update - An update on SOLS' services is available on the SOLS website at www.sols.org under "Service Plans and Reports".

Next Board Meeting - The next meeting of SOLS' Board is scheduled for Saturday, December 3, 2005 from 10:00 a.m. to 4:00 p.m. at SOLS' office in Toronto.

=====

14. ADDITIONS TO THE WEBSITE

Each week, the SOLS web editor adds numerous links to the Clearinghouse section of our website located at <http://www.sols.org/links/clearinghouse/index.htm>.

One of the new links in this section is called "Me Read? No, Way! A practical guide to improving boys' literacy skills / Moi, lire? Tu blagues! Guide pratique pour aider les garçons en matière de littératie". This 2005 guide, produced by the Ontario Ministry of Education, is intended for teachers, principals, and other professionals in the field of education at the elementary or secondary level. It will be of particular interest to those who are developing and delivering literacy programs. The direct link to this webpage is found at <http://www.edu.gov.on.ca/eng/document/brochure/mereread/index.html>. On the SOLS website, one can find a link in the Clearinghouse from the sub-section called "Literacy Resources" under "Specialized Resources" and also from the "Children's Services Resources" under "Reading".

Another new link in the Clearinghouse section is a document entitled "Incorporating Touch in Early Childhood Settings". This pdf document, written by Frances M. Carlson of Concordia University, St Paul, Minnesota in 2002, talks about the value of touch and how touch can help protect children and their caregivers from abuse and abuse allegations. It includes a Practitioner's Guide book. The direct web address is <http://cshs.csp.edu/gensec/Capstone/Papers/carlsoncapstone.pdf>. There is a link on the SOLS website in the "Children's services resources" sub-section at <http://www.sols.org/links/clearinghouse/childrensservices/index.htm>

15. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute *Signal*. Several times through the month, you may also receive other messages from SOLS. This month, the following messages were sent:

- On October 14th, Daryl Novak sent a message regarding the new lease plan for Dell Computers. More information on this offer is provided in this issue of *Signal*.
- On October 19th, Peggy Malcolm sent notification of the new SOLS workshop regarding legislation, to be held on December 12th. An update of the information on that workshop is also provided in this issue of *Signal*.
- On October 19th, Laurey Gilles forwarded a message on behalf of the Organization of Book Publishers of Ontario, who asked that staff from public libraries take time, about ten to fifteen minutes, to complete a survey regarding your library's expenditures in various categories, including expenditure on Canadian titles. The purpose of the survey is to ensure a more focused assessment of the challenges libraries currently face when building collections and making purchase decisions. The deadline was set at November 7, 2005. A reminder e-mail was sent on Thursday, October 27th.

If you did not receive these messages, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, ext. 4, or by e-mail to helpdesk@sols.org

All issues of *SIGNAL* can be viewed online at

<http://www.sols.org/librarydev/publications/Signal/index.htm>. However, if anyone would like to receive the e-mail version of this newsletter, please send a message to signal@sols.org. You can reach the editor of *SIGNAL* at: signal@sols.org or by telephone at 1-866-380-9767.

Disclaimer. For questions, comments and suggestions regarding this website, please Contact SOLS Helpdesk.
Ontario Library Service

